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Date of Deposit: <u>11/10/2004</u> Ref: Case Docket No.: <u>P3251</u>

First Named Inventor: **Igor Neyman et al.**

Serial Number: <u>08/928,861</u> Filing Date: <u>09/12/1997</u>

Title of Case: Call Center Apparatus and Functionality in Telephony

I hereby certify that the attached papers are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. 1.10 on the date indicated above and addressed to the Commissioner of Patents and Trademarks, Washington D.C. 20231

- 1. Information Disclosure Statement.
- 2. Cover Letter for Information Disclosure Statement.
- 3. Copies of 3 publications cited in the IDS.
- 4. Copy of an European search report in case 98946907.7.
- 5. Certificate of express mailing.
- 6. Postcard listing contents.

Mark A. Boys

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Art Unit 2645

Examiner Allen Hoosain

In Re:

Igor Neyman et. al.

Case:

P3251

Serial No.:

08/928,861

Filed:

09/12/1997

Subject:

Call Center Apparatus and Functionality in Telephony

To:

The Commissioner of Patents and Trademarks

Washington, D.C. 20231

Dear Sir,

Information Disclosure Statement Under 37 C.F.R. 1.97

Enclosed herewith is an Information Disclosure Statement (IDS) by Applicant listing (3) references received from the European search report (copy enclosed) in case 98946907.7, dated 08/11/2004. Applicant desires that the reference be entered in the above referenced case as relevance dictates.

Statement under 1.97(e)

Each item of information contained in this IDS was cited in a communication from a foreign patent office in a counterpart foreign patent application not more than three months prior to the filing of such IDS. There are no listed references which are not in the English language.

In accordance with rule 1.97(c)(1), no additional fee is required. Please charge any deficiency to Deposit Account No. 50-0534.

Respectfully submitted,

Igor Neyman et al.

by

Donald R. Boys

Reg. No. 35,074

Donald R. Boys Central Coast Patent Agency, Inc. P.O. Box 187 Aromas, CA 95004 (831) 726-1457



PTO/SB/08A (10-01)

Approved for use through 10/31/2002. OMB 0651-0031

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

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Substitute for form 1449A/PTO				Complete if Known		
	D14.7101			Application Number	08/928,861	
INFO	KMATION	A DIS	SCLOSURE	Filing Date	09/12/1997	
STAT	TEMENT E	3Y A	PPLICANT	First Named Inventor	Igor Neyman et. al.	
(use as many sheets as necessary)				Art Unit	2645	
				Examiner Name	Allen Hoosain	
Sheet	1	of	1	Attorney Docket Number	P3251	

	U.S. PATENT DOCUMENTS					
Examiner Initials		Document Number Number- Kind Code ² (if known	Publication Date	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	
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	FOREIGN PATENT DOCUMENTS					
Examiner Initials	Cite No. ¹	Foreign Patent Document Country Code 3 - Number 4 - Kind Code 5 (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T 6
		EP 0 559 979 A	09/15/1993	Sears Technology Ser.		
		EP 0 647 050 A	04/05/1995	Teknekron Infoswitch		
		EP 0 660 573 A	06/28/1995	AT&T Corp		ļ

Examiner	Date	
Signature	Considered	

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^{*}EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

Applicant's unique citation designation number (optional). ² See Kinds Codes of USPTO Patent Documents at www.uspto.gov or MPEP 901.04. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶ Applicant is to place a check mark here if English language Translation is attached.